

Customer Success Story – SIGA IT Consulting

CloudFronts helped Africa based SIGA IT for providing support services to their Dynamics 365 Business Central implementation.

About SIGA IT Consulting

SIGA IT Consulting is a Microsoft Dynamics partner based in Cameroon and has helped enterprises to achieve their business goals using Microsoft 365, Dynamics 365, and Microsoft Power Platform-based solutions. They have expertise in developing audit, consultancy, engineering, training and support activities for customers, based on the main standards of the IT industry in relation to Project Management (PMBok), Managed IT services (ITIL), information systems security (ISO 27001) and information systems governance (COBIT). You can explore more about them here <http://siga-itconsulting.com/>

Business Challenges

SIGA IT Consulting was a Microsoft Gold partner and had implemented Dynamics 365 Business Central as an ERP. Amid the growing critical and non-critical issues and complexities, they required external assistance and expertise of another Microsoft Dynamics partner with whom they can reliably partner with, and hand over the resolution responsibilities so they can focus on customer growth.

Solution

CloudFronts executed their annual engagement plan - Master Services Agreement (MSA) to fix the bugs, updates, and rectify the loopholes to ensure smooth functioning of Dynamics 365 Business Central on monthly basis. MSA is a contract that details the responsibilities and obligations of two parties to each other. This comprehensive contract generally includes detailed rates, services, and terms for each functional area of the partnership. In another words, our team members were available during the business hours to formulate accurate resolutions to the real time issues.

[Check out the Press Release here >](#)

Key Technologies

1. Dynamics 365 Business Central

We've appreciate CloudFronts' professionalism and the availability of your team. We're look forward to more projects with you.

- Takugang .F. Auberlin MCSE, PMP, CISA Managing Director

Post Go-live

Post-Go-live, SIGA IT Consulting was able to report the following benefits:

1. Their core team could focus on their customer acquisition and growth rather than worrying about the emerging minute ERP issues.
2. Their project managers were able to leverage the platform without any stoppage and ensured business continuity all the time by by outsourcing the bug fixing, support and maintenance responsibilities to CloudFronts.

Email us your requirements at ashah@cloudfronts.com or fill out the [contact us form](#).